

Behavior Support Services

Definition: Behavior Support Services are those services which use current empirically validated practices to identify causes of, intervene to prevent, and appropriately react to problematic behavior. These services include initial assessment for determining the need for and appropriateness of behavior support services; behavioral assessment (i.e. functional assessment and/or analysis) that includes direct observation, interview of key persons, collection of objective data; analysis of behavioral/functional assessment data to determine the function of the behaviors (and later to assess success of intervention and any needed modifications) and behavioral intervention based on the functional assessment that is primarily focused on prevention of the problem behavior(s) based on their function.

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Functional assessment and/or functional analysis of problem behavior that includes direct observation, interview of key persons, collection of objective data.

Analysis of functional assessment data to determine the function(s) of the behavior(s) (and later to assess success of intervention and any needed modifications).

Providers: Behavior Support Services are provided by qualified professionals enrolled with the Department of Health and Human Services as providers of Behavior Support Services. SCDDSN must first verify the qualifications and approve the provider before he/she can enroll with SCDHHS. The participant/guardian must be provided with a listing of available Behavior Support Service providers. The offering of the choice of providers must be clearly documented.

A list of qualified providers can be found on the DDSN website:
<https://app.ddsn.sc.gov/public/ndp/landing.do?providerType=B>

Conflict Free Case Management:

In order to honor choice and prevent conflicts of interest, providers of Waiver Case Management services must not provide any other waiver service to the same person. When there is a conflict, the WCM will help the participant understand why a conflict exists and offer a choice of either another WCM provider or another waiver service provider. The Case Manager must then transition the participant to the chosen provider within 60 days.

Arranging for the Service: If Behavior Support Services is identified as a need, the WCM should contact the chosen provider and inquire about the standard length for an evaluation/assessment (one unit equals 30 minutes of service). This information should be entered on to the participant's Support Plan and approved by the SCDDSN Waiver Administration Division. To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider. Upon receiving a copy of the assessment/evaluation, if the participant has been

assessed and behavior support service is recommended, the specific need should be documented in the plan.

Again the needed services would be added to the participant's Support Plan and approved by the SCDDSN Waiver Administration Division. One unit equals 30 minutes of service. To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider. Ongoing Services must be authorized annually at the time of the Support Plan, and as changes are made to the service throughout the plan year.

Monitoring the Services: The WCM must monitor the effectiveness, frequency, duration, benefits, and usefulness of the service along with the participant's/family's satisfaction with the service. Monitoring may be completed with the participant, representative, service providers, or other relevant entities. Monitoring may be completed with the participant, representative, service providers, or other relevant entities. Information gathered during monitoring may lead to a change in the service, such as an increase/decrease in units authorized, change of provider, change to a more appropriate service, etc. DDSN recommends that the Waiver Case Manager monitors this service when it begins and as changes are made.

Monitoring must be conducted in order to ensure:

- the health, safety and well-being of the participant;
- the service adequately addresses the needs of the participant;
- the service is being furnished by the chosen provider in accordance with the authorization, relevant policies and quality expectations;
- the participant/representative is satisfied with their chosen provider/s.

Some items to consider during monitorship include:

- If the participant has recently had an evaluation, the recommendations from the evaluation must be reviewed to ensure that it addresses the initial concerns that justified the need for the evaluation.
- Are they making significant progress towards the goals and objectives outlined in the evaluation? If not, have the participant's goals and objectives been modified to reflect the need for current services?
- Are the goals and objectives of therapy consistent with the participant's overall life goals?
- Is the participant satisfied with his/her provider of services?
- Do behavior support services need to continue at the same level?

Reduction, Suspension, or Termination of Services: If services are to be reduced, suspended, or terminated, a written notice must be forwarded to the participant or his/her legal guardian including the details regarding the change(s) in service, allowance for reconsideration, and a ten (10) calendar day waiting period before proceeding with the reduction, suspension, or termination of the waiver service(s). See **Chapter 8** for specific details and procedures regarding written notification and the reconsideration process.